

Improving the uptake of 715 Health Checks for First Nations people

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Introduction

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It is well known that First Nations people have poorer health outcomes than non-indigenous people. Brisbane North PHN developed a project to improve uptake of 715 Health Checks and identify improvement opportunities.

Problem

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The aim was to provide a nurse-led 715 Health Check program over 3 months, to improve the health outcomes of First Nations people in the Brisbane North region. The project focused on one of the 7 PHN priority areas for targeted work.

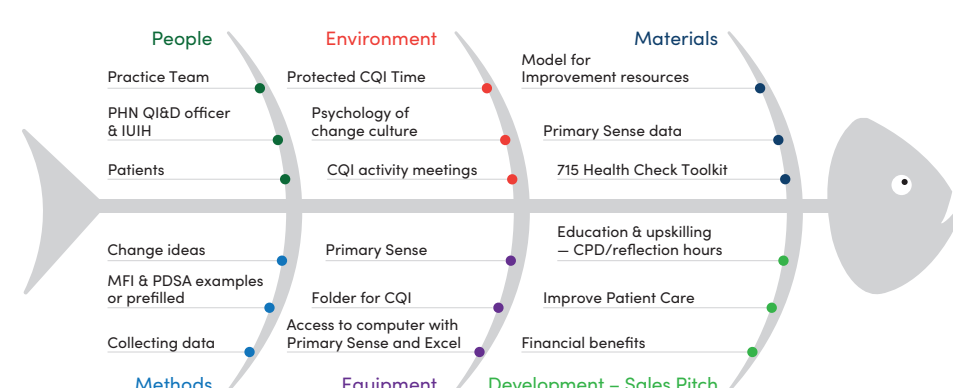
Changes to Practice

3

Working collaboratively with the Institute for Urban Indigenous Health (IUIH), cultural awareness training and upskilling in 715 Health Checks, Indigenous Health Incentive (IHI) and Closing the Gap (CTG) PBS co-payment program was delivered to the practice manager and 3 nursing staff. This supported the practice to have a clear understanding of the programs to better support First Nations people and provide culturally safe care.

Using the model for improvement, recalling patients was tested to determine if SMS, letter or phone calls had the best response. Plan-Do-Study-Act (PDSA) cycles were used to:

- determine cultural awareness
- understanding of the IHI
- understanding of the CTG PBS co-payment program
- data cleansing
- structure and delivery of 715 Health Checks.

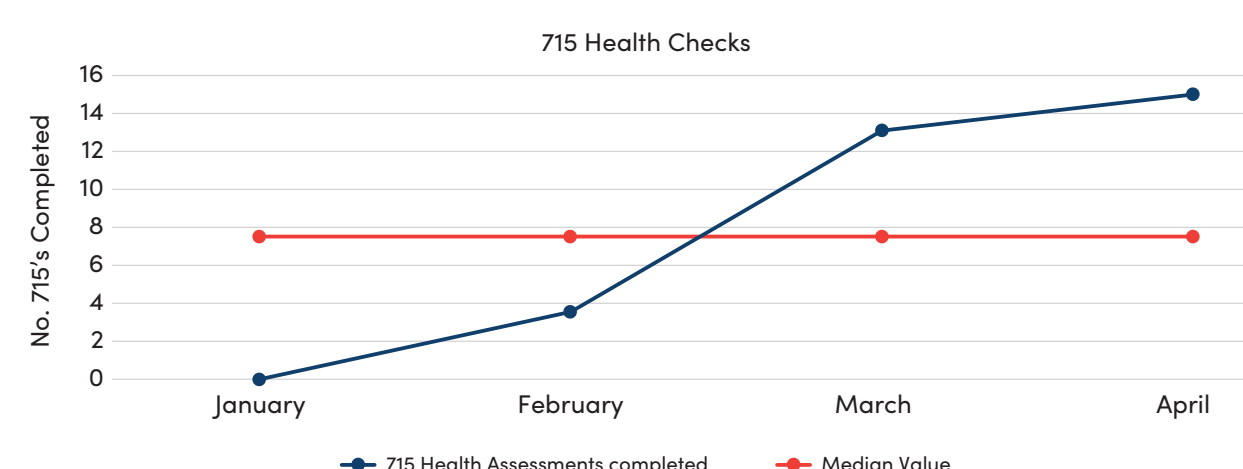


Measurement and Impact of Change

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The measure improvement was achieved with 15 First Nations people completing 715 Health Checks in 3 months. Although numbers may be small, the project had a significant impact on community by improving general practice processes and upskilling staff to build trust and cultural safety.

Phone contact had the greatest recall of patients. Data cleansing was also achieved, identifying patients that have left the area or no longer patients of the practice.



Learning and Reflections

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Working collaboratively with the practice and IUIH, upskilling staff and understanding the recall preference of First Nations people was critical for success.

Overall Impact

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The project improved the uptake of 715 Health Checks for First Nations people. Follow up care was provided for chronic disease management and prevention which may reduce burden on tertiary health care. The project has upskilled clinicians to better understand pathways and programs to support First Nations people and is very scalable to other PHNs. This project has been rolled out to 15 general practices.

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